

Vanguards / Innovation

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Co-chairs National Ambulance Urgent and Emergency Care Group



Yorkshire Ambulance Service **NHS**
NHS Trust

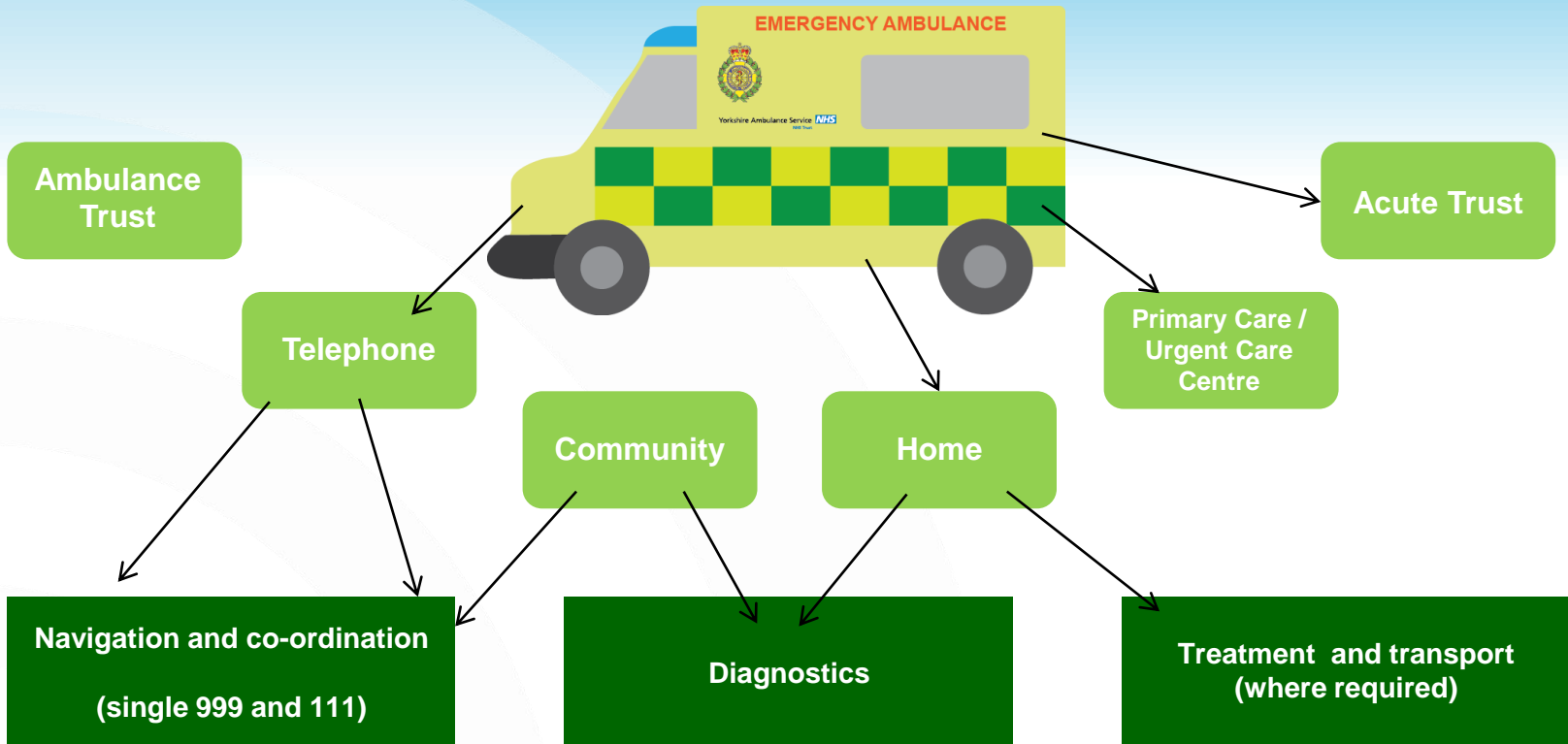
An Aspirant Foundation Trust

The vision

“Our collective local vision is that all patients with urgent and emergency care needs in West Yorkshire will get the **right care** in the **right place** – **first time** – **every time**.”

We will collaborate with our system leaders including SRGs across West Yorkshire on the implementation of the Keogh recommendations to enable them to go further faster.”





**Whole
system
approach**

**Relationships
with commissioners
is critical**

**Requires
system
leadership**





What will it mean for the patient?

Access to urgent and emergency care through 111/999
- right place,
right time

Telling their story once

Improved experience

Care closer to home

The service will recognise and act on care plans

Standard service offering across West Yorkshire





Practitioners in YAS

- Specialist practitioners
- Mental health nurses
- Palliative care nurses
- Frequent caller nurses / Paramedic team





What will it mean for frontline staff?

Less time chasing targets, more time with patients

Care record available to frontline staff

Will be supported through a clinical advisory service

Will be able to access alternative pathways of care

Will be able to digitally communicate and refer patients through a Directory of Services

Improved job satisfaction

Improved career progression



LOOK
OBSERVE
LEARN



REALLY
LISTEN!

OUR VISION

USE
THE DATA



COMPASSION

TO DELIVER THE
BEST CARE

INVOLVE
PATIENTS
+ CARERS

EVIDENCE
BASED

ENSURING THE
RIGHT SERVICE +
THE RIGHT TIME

VALUES



EFFECTIVE TEAM

EMPOWERED STAFF
SUPPORTIVE CULTURE
WITH SHARED
PURPOSE

QUALITY
SERVICE

EXCELLENT
PATIENT
EXPERIENCE

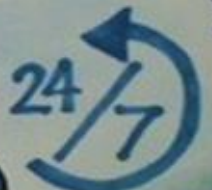


PALLIATIVE / END OF LIFE
CARE

999 / MENTAL HEALTH / 111

EMERGENCY CARE / PRACTITIONERS / FREQUENT CALLERS

PATHWAYS / QUALITY IMPROVEMENT



111

999